

**Excerpt from
Jefferson Transit MITS (Mobility Impaired Transportation Service)
2008 Rider Guide
(July 2008)**

Trip Cancellation

To cancel a trip call (504) 889-7194.

The **Cancel Line is open 24 hours**. The minimum cancellation notice required is **2 hours**. If less than 2 hours notice is given, it will be considered a "no-show."

Preventing No-Shows

It is the goal of Jefferson Transit MITS to always connect with passengers and provide their scheduled ride. When riders do not cancel at least 2 hours in advance or are not available to board within 5 minutes of vehicle arrival time, it is considered a **"no show."**

Riders can prevent no-show situations when they:

- Review **dates, times and addresses** with the reservationist to be sure information is correct.
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the vehicle arrives. When there are circumstances outside the rider's control, it is not considered a no-show.

Excessive no-shows will result in service suspension. Please refer to the suspension and appeal portion of this guide for more information

Breach of MITS No Show Policy occurs when a certified rider has 5 no show violations during a 1 month period.

- 1st Offense - written warning
- 2nd Offense - temporary suspension for 14 days
- 3rd Offense - temporary suspension for 21 days
- 4th Offense - permanent disqualification

Riders will receive a written notification of their suspension.